

STREET CRISIS RESPONSE
TEAM (SCRT) PILOT
MARCH 2022
UPDATE

The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has six fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 24 hours per day. As of April, all teams are supported by the Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients within 24 hours of the initial encounter.

OPERATIONS
UPDATE

KEY PERFORMANCE INDICATORS



Crisis Calls Handled by SCRT

March

777

Cumulative*

8,525



800-B Calls that Received SCRT Response**

March

57%

Cumulative

46%



Average Response Time

March

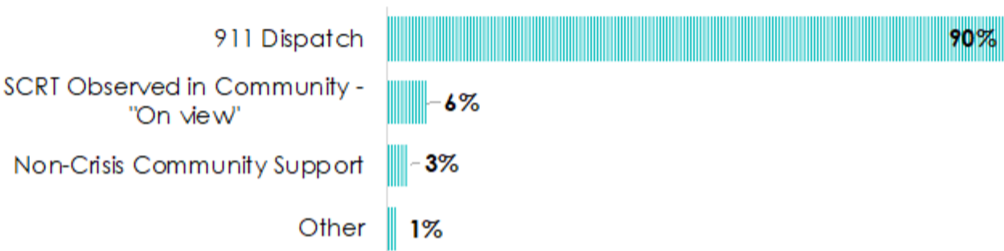
17min

Cumulative

16min



Referral Source: Cumulative



*Cumulative counts are on data since pilot launch (November 30, 2020 – March 31, 2022)

** 800-Bs are a type of call code from 911 emergency communications center which indicate an individual in behavioral health distress with no weapon involved. In 2019, SF 911 received over 10,000 of these calls. Percentage shown excludes "800-B On Views" and a small number of 800-Bs not dispatched to SCRT for other reasons. SCRT aims to respond to 100% of dispatched 800-Bs once fully launched.



Client Engagements

March

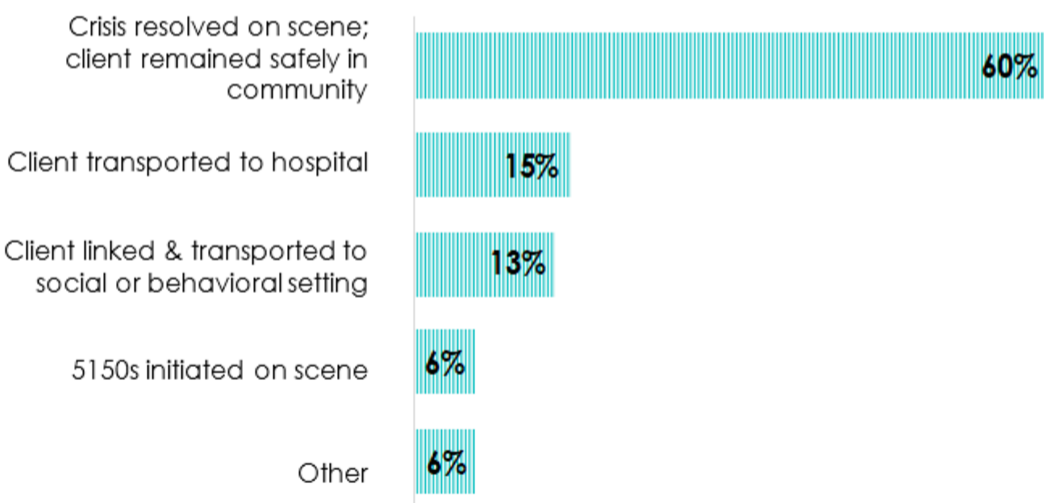
302

Cumulative

4,247



Engagement Outcomes: Cumulative



*A single client engagement may result in multiple outcomes.



Office of Coordinated Care Follow Up Rate

March

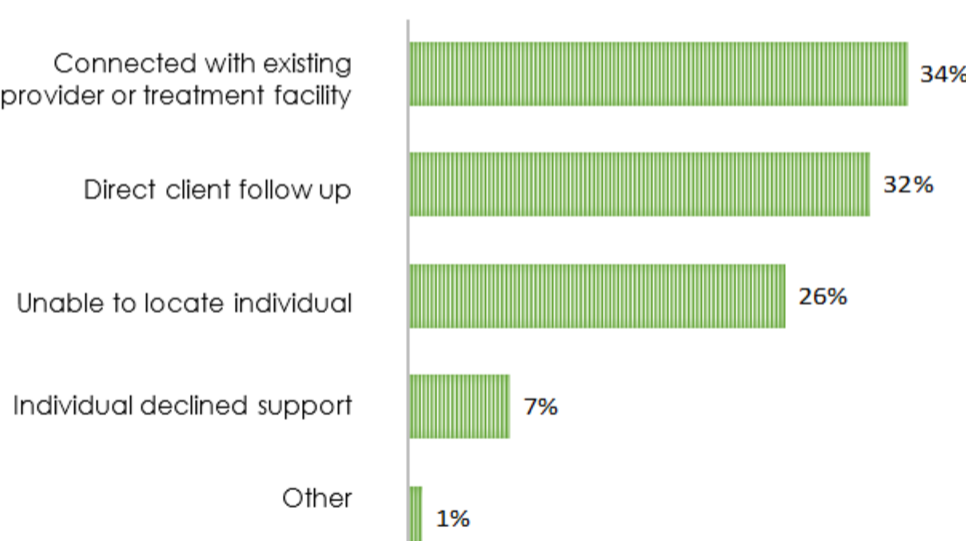
74%

*Cumulative

43%



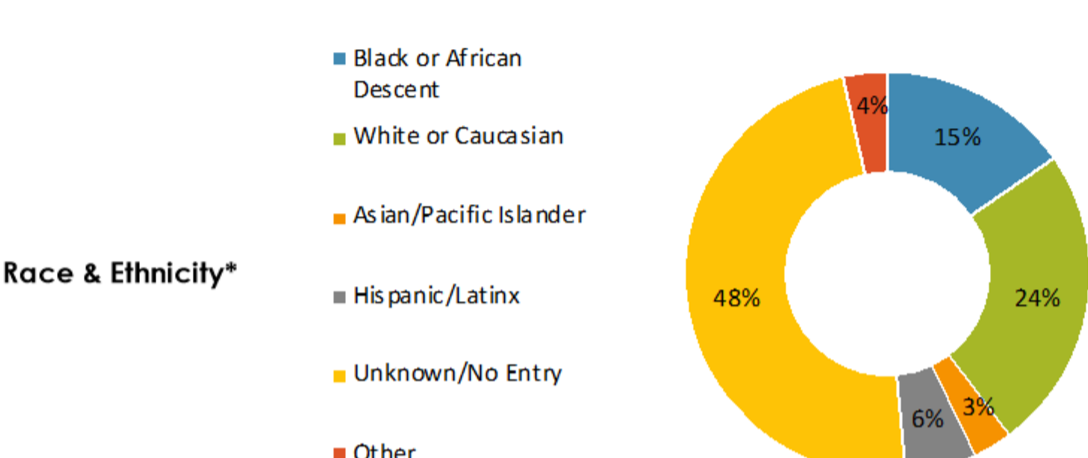
Connections to Care: Cumulative



*Cumulative counts are on data since Office of Coordinated Care launch (April 5th, 2021 – March 31, 2022)



Client Characteristics: Cumulative



* "Other" category is comprised of race entries representing less than 1% of total.

** The SCRT strives to collect demographic information from each client, but this data is sometimes difficult to gather given the circumstances of the encounter.

The Street Crisis Response Team now has a [website!](#)
For more information on the SCRT please visit: [Street Crisis Response Team Background](#)

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